

**Dane County SSI MC
Quality Assurance Workgroup
Minutes 6/22/05**

Present: Dr. Michelle Urban, Division of Health Care Financing (DHCF) Co-Chair, Ruthanne Landsness, APS, Dr. Ron Diamond, Division of Disability and Elder Services (DDES)/MHCDC, Lynn Brady, MHCDC, Don Libby, APS, Todd Costello, Community Living Alliance, CLA, Mary Jane Mihajlovic, APS, Mary Olen, TMG, Kirstin Dolwick, MetaStar, Sara Alay-Messer, CLA, Sara Roberts, CLA, David LeCount, Dane County, Peg Algar, DHCF.

Excused: Joyce Allen, DDES, Co-Chair, Molly Cisco, Grass Roots Empowerment Project, Jennifer Lowenberg, NAMI, Peggy Michaelis, MHCDC, David Sievert, CLA/TMG, , Jeff Erlanger.

I. Review of the Minutes

No edits were suggested to the minutes. They were accepted and will be posted on the web page, along with other documents from our workgroup. The web page address is: <http://dhfs.wisconsin.gov/medicaid7/index.htm#medicaid>

II. Updates

A. Status of Medicaid Contract

- All suggested edits from the Quality Assurance Workgroup have been reviewed and incorporated into the contract where possible. The proposed revisions to the contract will be reviewed at the Dane Co. SSI MC Advisory Committee meeting on July 8, 2005.

B. Status of 1915 (b) Medicaid Waiver Application

- CMS has reviewed the Waiver application and submitted a list of questions to the Department. The answers to these questions are being developed and the quality chart submitted with the initial Medicaid waiver application for the Dane County SSI MC Program will be revised to provide a more detailed description of the proposed quality monitoring/oversight activities.
- Narrative descriptors of the “Monitoring Activities” listed in the CMS chart will be developed and a narrative of the “Details of the Monitoring Activities” section of the waiver will be written to include:

1. A detailed description of each activity (under the “Quality of Care” column).
 2. Personnel responsible.
 3. Frequency of each proposed monitoring activity.
 4. How the activity is expected to yield information about the area(s) being monitored.
- A draft of the narrative descriptors and narrative detailing monitoring activities will be provided and discussed at the next quality assurance workgroup meeting on July 20th.

III. SSI CAHPS Survey

- The SSI-CAHPS Survey is being developed in order to provide FFS baseline survey data for comparison of consumer satisfaction before and after the SSI managed care implementation. It was first recommended by a member of the Milwaukee SSI Quality Workgroup.
- A crosswalk was prepared that compared the Wisconsin FFS CAHPS 2.0, the Wisconsin Adult Medicaid HMO CAHPS, the CAHPS 3.0 Adult Supplemental Questionnaire, the CAHPS 3.0 composite score items, the items in the SSI Dane quality indicator table, and the items in the SSI Milwaukee quality indicator table. This was used as the starting point for selecting those items to be included in the final questionnaire.
- The survey has since been presented for review by the Milwaukee and Dane workgroups, with follow-up meetings with workgroup chairs and DHCF staff.
- An effort was made to reduce the overall length of the survey and to focus on the areas thought to be most relevant to the SSI population. (See Attachment 1, “CAHPS Recipient Satisfaction Survey SSI Fee-For-Service 2005”)
- The survey will be available in English, Spanish, Russian, and Hmong.

Methodology:

- A random sample will be drawn from Medicaid eligibility files. The sample is stratified into four groups: (1) SSI adults in Dane County with indications of serious persistent mental illness (SPMI), (2) other adults with disabilities in Dane County, (3) SSI adults in Milwaukee County with indications of SPMI, and (4) other adults with disabilities in Milwaukee County.

- The survey will consist of a mailed questionnaire, with one follow-up mailing, and then telephone interviewing for those who have not responded by mail. Present plans are to mail the first questionnaire in mid-August, and to conclude telephone interviewing by the end of November. Future plans are to repeat the SSI-CAHPS every other year, alternating with the state-wide CAHPS for families in Medicaid managed care.
- This data will provide a FFS baseline for comparison of consumer satisfaction before and after the managed care implementation.
- Present plans are to deliver the final report of this baseline CAHPS to the SSI Advisory Committee in January 2006.
- We estimate a 30% response rate. To obtain the target of 350 completed interviews in each of the four sample strata, 7,700 questionnaires will be mailed with one mail follow-up and one telephone follow-up.

IV. Quality Indicators Update

- A mental health/substance abuse workgroup met on June 21, 2005 to further define the specifications and proposed data sources for the MH/SA indicators.
- The mental health center is developing their own data base which will serve as the future data source for some indicators.
- A special version of MISHP will be done for the SSI population in Dane County.
- The definition of serious and persistent mental illness (SPMI) will include the BRC (Blue Ribbon Commission) populations I and II. The “narrow” definition of SPMI will be utilized to define the population of persons with SPMI if BRC I and II information is not available and includes:

Schizophrenia295.xx (exclude 295.40)
 Schizoaffective Ds.....295.70
 Psychotic Ds. Nos.....298.9
 Major Depression-Severe.....296. x3 or 296.x4
 Bipolar Ds.-Severe.....296.x3 or 296x4

V. Next Meeting Time/Place and Adjourn

July 20, 2005
10:30 am- 12:00 pm
TMG, Suite 320,
1 S. Pinckney Street, Madison, WI